KANSAS.GOV

Information Network of Kansas
Board of Directors

Kansas Information Consortium
General Manager's Report

Month ending October 30, 2008

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For the month ending October 2008

Executive Summary

Kansas.gov is staying very busy and productive as October has come to a close. Some of the high points for this month include:

~Collaborated with Jim Hollingsworth in creating the first draft of the 2009 INK Board Business Plan.

~Efforts continued against the Kansas Business Center initiative in the month of October.
- Conducted KBC Agency Interviews with Dept of Commerce & Insurance Dept.
- Continued Web site construction based on wireframe approval.
- Worked with Office of the Governor to create Welcome Video from the Governor to be featured on the Kansas Business Center's homepage.
- Began planning KBC user testing sessions to be held in month of November.

~Kansas.gov staff moved from SugarCRM to Eventum in the month of October. This new ticketing system gives all support resources maximum visibility to all requests. In this way, more people can help with the analysis of the request and eventual execution. In addition, the new tool provides insight to the amount of customer service hours dedicated to different agency applications supported by Kansas.gov.

~Launched two ads on CJOnline.com that will run during the months of October, November and December. The first ad is focused on Business Services (KANN, District Court Search, Background Checks, and Regulatory Business Filings). The second ad is focused on Citizen Services (Auto Tag Renewal, Property Tax Payment, Professional License Renewal, and Unclaimed Property Search). Each ad links to appropriate jump pages.

~Launched the Juvenile Justice Authority Press Release to announce their new Web site, which is utilizing the Kansas.gov Content Management System.

~Kansas.gov attended the following conferences in month of October:
- IRP Trucking Conference at the Westin Crown Center Hotel in Kansas City, Missouri. Kansas.gov goody bags were provided to each of the 150 conference attendees.
- KADCCA Conference at the Grand Prairie Hotel and Convention Center in Hutchinson, Kansas. Kansas.gov provided a presentation on the Kansas County District Court Record Search, handed out the Kansas County District Court Record Search overview brochure, and displayed the new Kansas.gov tablecloths at the Kansas.gov trade show booth.

Please contact me if you have any questions at 785.296.5275 or via email at lisa@ink.org.

Respectfully Submitted,

Lisa R. Counts

Lisa R. Counts, General Manager

New Service Requests & Contracts for Approval

<u>**Service Requests**</u>

No Service Requests were submitted this month.

<u>**Contracts for Approval**</u>

Kansas Behavioral Sciences Regulatory Board (BSRB)
Kansas Behavioral Sciences Regulatory Board requests INK assistance for providing a service to allow the partner licensees the ability to renew their professional licenses online. This is an existing service with a contract modification. This is a fee service.

Kearny County Treasurer
Kearny County requests INK assistance for providing a transaction fee-based service for online property tax payments.

New Applications Deployed

Agency	Service	Deployment (Month)
KDOA	KanView - Taxpayer Transparency Act	Feb-08
KDHE	HOC Criminal Record Check	Mar-08
KSBEMS	Ambulance License Renewal	Mar-08
KSBOA	License Individual Renewals	May-08
KDOR	KARDS	Jun-08
KDA	Seed Business Registration	Aug-08
KBI	Registered Offender 2007	Oct-08

Applications in Development

Agency	Service	Targeted Deployment (Quarter)
KDHE	HOC Exam Application	Q4 2008
KSSBEO	Optometry License Portal	Q4 2008
Leg	Admin: Create Document Admin Site	Q4 2008
COTA	Claim Filing	Q4 2008
GOV	Grant Portal Phase 3	Q4 2008
KDHE	HOC Change of Address License Replacement	Q4 2008
KDOR	Homestead Refund Claim	Q4 2008
KIC	ICD Elimination	Q4 2008
KIC	Kansas Business Center 2008	Q4 2008

Agency	Service	Deployment
KIC	Subscriber Home Page	Q1 2009
BOC	License apps and renewals	Q1 2009
KSBEMS	Attendant License Verification	Q1 2009
KSBN	License Renewal 2008	Q1 2009
OJA	DCRS Instant Access	Q2 2009
KIC	Self Registration	Q3 2009

Project Change Requests

Agency	Service	Deployment (Month)
KDB	Dental License Verification	Jan-08
KDHE	License Renewal Jan 08 Mods	Jan-08
KIC	Remove Bills in Committee table	Jan-08
KREC	Renewal Add Disciplinary Question	Jan-08
KSBN	Nursing License Renewal K-SERV Link	Jan-08
KSBTP	Renewal Change Fees	Jan-08
OJA	DCRS Integrate JoCo	Jan-08
KSAG	Amber Alert Change AG Name	Feb-08
KSBHA	License Renewal Feb 08 Mods	Feb-08
KREAB	Appraiser License Renewal 2008 Mods	Mar-08
KSBEMS	Ambulance Post Deployment Modifications	Mar-08
KSBHA	HTML Rpt CEU Text Year Mods	Mar-08
GEC	Campaign Finance	Apr-08
GOV	Add Instructions Link (WAD-050)	Apr-08
KREAB	Add Renewal Report (WAD-049)	Apr-08
KSBN	Annual Report 2008 Mods (WAD-034)	Apr-08
LEG	Eliminate Resolutions from Bill Search	Apr-08
GOV	Grant Portal P2 Add Instructions Link	May-08
KSBHA	License Renewal May 2008 Modifications	May-08
KSBTP	Increase allowed number of rows	May-08
SOS	Add PA Type	May-08
SOS	AR Change Delete Function	May-08
SOS	Global Changes	May-08
SOS	AR: Incorrect EC Fee	May-08
KSBOA	CPA: Increase character limit in two fields	Jun-08
KSBOA	Firm Renewal Add Disclosure Statement	Jun-08
SOS	AOI: Change Delete Button	Jun-08
KREAB	Appraiser License Renewal Add New Question	Jul-08
SOS	Change Delete Button	Jul-08
SOS	AR: Change PA secretary rule	Jul-08
BOA	Change text CPE page	Aug-08
BOA	CPA: Add dollar amount	Aug-08

BOA	CPA: Allow decimals in CPE field	Aug-08
DOA	Kanview 2008 Update	Aug-08
DOA	Kanview: Text Changes August 2008	Aug-08
GOCO	Gove County Property Tax	Aug-08
KREC	Verification: Limit Search	Aug-08
KSBHA	License Renewal Aug 2008 Modifications	Aug-08
KSBHA	LR Malpractice and Unlicensed LRT Change	Aug-08
LEG	Res: Allow search for Resolution Archive	Aug-08
LEG	Web page: Add employment hot link	Aug-08
SOS	UCC: Debtor Termination treated as Amend	Aug-08
SOS	AOI: Signature Organizer	Aug-08
BSRB	License Renewal: Change error message	Sep-08
KDB	License Renewal: Text Change August 2008	Sep-08
KDB	License Renewal: Miscellaneous Text Change	Sep-08
KSAG	Concealed Carry May 2008 Form Changes	Sep-08
KSBEMS	Attendant License Renewal 2008 Modification	Sep-08
KSBEMS	Attendant License Renewal Change Import	Sep-08
KSBHA	License Verification Expand Verification Info	Sep-08
KSBHA	License Verification Subs March 2008 Modifications	Sep-08
SOS	AR: Increase Character Limit on the AG page	Sep-08
KDA	Seed Business Registration Business Name	Oct-08
KDOR	IFTA Renewal 2008 Modifications	Oct-08
KSAG	Concealed Carry: Sheriff List Update	Oct-08
LEG	Web: Employment Hot link #2	Oct-08
BOA	Firm: Change text on two disclosure stat	Q4 2008
KDHE	HOC CRC Add Subscriber Option	Q4 2008
KDHE	HOC CRC Admin Orders Detail Report	Q4 2008
KDHE	Dry Cleaning Renewal: Update year and certificate	Q4 2008
KDHE	HOC License Renewal Import Notification	Q4 2008
KDHE	HOC CRC Modify Subject Processing	Q4 2008
KDHE	HOC CRC Change Field Validation	Q4 2008
KDOL	UIPB Add CCD Format	Q4 2008
KDOL	UIPB Modify Failed Payment Processing	Q4 2008
KDOR	WebFile 2008 Tax Year Modifications	Q4 2008
KDOR	KBC Business Tax Registration KBC Upgrade	Q4 2008
KDOR	KBC Business Tax Registration IEIN Registration	Q4 2008
KIC	KPX 2008 Enhancements	Q4 2008
KREC	Verification: CEU: Error Message change	Q4 2008
KSBEMS	Ambulance LR April 2008 Modifications	Q4 2008
KSBHA	HTML Report Add Exempt Radiologic Tech Question	Q4 2008
KSBHA	License Renewal October 2008 Modification	Q4 2008
KSBHA	LR HTML Report Add Insurance Audit	Q4 2008

KSBN	KANNCheck Add Voucher Payment Option	Q4 2008
SOS	KBC: (AOI, NR, NA) KBC upgrade	Q4 2008
SOS	BESS: KBC Upgrade	Q4 2008
SOS	AR: KBC upgrade	Q4 2008
SOS	CGS/LGS: KBC Upgrade	Q4 2008
SOS	Name Change: KBC upgrade	Q4 2008
SOS	UCC: Filing: Increase Fees 2's	Q4 2008
SOS	CGS/LGS: Increase Fee	Q4 2008
SOS	RO/RA: KBC Upgrade	Q4 2008
SOS	Auth Val: KBC upgrade	Q4 2008
SOS	AOI: Increase Fee	Q4 2008
SOS	Disso: KBC upgrade	Q4 2008
SOS	Disso: Remove "Delete Selected" button	Q4 2008
SOS	UCC: Filing: Misc Changes	Q4 2008
SOS	UCC: Filing: Increase Fees 1's	Q4 2008
SOS	Name Reservation: Increase Fee	Q4 2008
KIC	CMS March 2008 Enhancements	Q1 2009
KSBHA	License Verification Free March 2008 Mod	Q1 2009
LEG	Bills: Keyword Search	Q1 2009
SOS	RO/RA: Create image when user doesn't view	Q1 2009
WYCO	Legacy DCRS Down Message Change	Q1 2009
BOA	CPA: Change Text on Disclosure statement	Q2 2009
KBI	PI License Verification 2008 Modifications	Q2 2009
KDOR	PVD: File Layout Redesign	Q2 2009

Support Statistics

Month	Live Chat	Email	Cases Reported
Jan-08	34	326	40
Feb-08	67	325	58
Mar-08	59	340	37
Apr-08	48	387	39
May-08	49	135	76
Jun-08	57	423	136
Jul-08	64	219	166
Aug-08	60	248	179
Sept-08	62	131	88
Oct-08	98	208	225

Site Promotions

~Creative Services and Marketing continue to keep content fresh and up-to-date on Kansas.gov as part of the site promotions strategy. Updates went live on October 13th & 27th on the documented rotation schedule.

Page Performance

~The below table summarizes the top 10 visited pages on Kansas.gov from October 1st – 22nd.

Page	Page Views	Time on Page (Secs)
Government	53,091	61.31
Services	27,587	63.39
Subscribers	19,472	52.24
Business	13,860	59.43
Tiles	8,623	138.82
Tourism	8,229	66.02
Community	5,815	64.49
Education	4,041	60.68
Help Center	4,025	67.05
Photo Gallery	3,165	107.68

Promotional Performance

~The below table summarizes the top 5 features within the primary and secondary zones across the government, business, community, education and tourism pages from October 1st – 22nd.

Zone	Feature	Page Views
Primary	State Government Jobs	325
	Business Entity Search	260
	Cities	241
	Kansas Business Center	180
	Visit Kansas	114
Secondary	Employee Service Center	737
	Counties	249
	State Reps	186
	Business Tax Registration	136
	Destinations	119

<u>New *MyKansas* Tiles</u>

~The following tiles were launched in the month of October.

- Kansas Juvenile Justice Authority Web site Tile

- November Election Day Tile

Marketing

~Launched two ads on CJOnline.com that will run during the months of October, November and December. The first ad is focused on Business Services (KANN, District Court Search, Background Checks, and Regulatory Business Filings). The second ad is focused on Citizen Services (Auto Tag Renewal, Property Tax Payment, Professional License Renewal, and Unclaimed Property Search). Each ad links to appropriate jump pages.

~Launched the Juvenile Justice Authority Press Release to announce their new Web site, which is utilizing the Kansas.gov Content Management System.

~ Launched Post-Project Survey on the Partner Resource Center. Survey is located at www.kansas.gov/survey.

~Created the following overview brochures to highlight key services featured within the 2008 Business Plan/Marketing Plan.
- Kansas County District Court Record Search
- Kansas Online Nursing License Renewal
- KanPay
- KanForm (formerly KanPay Express)

~ Kicked off participation in a free trial on the KPTS home page (http://www.kpts.org/) for the months of October and November. The banner ad highlights four of Kansas.gov's services: Webtags, professional licensing, property tax payments & unclaimed property finder, and links directly back to the Kansas.gov Web site. This is a new concept for KPTS and Kansas.gov will track the success and monitor the metrics over the next two months to determine if successful.

~Kansas.gov attended the following conferences in month of October:
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~"Save the date" emails for the annual JCIT/INK Board Holiday dinner were delivered and began creation of invites to be mailed out by November 10. The dinner will be held at Aboud's on Monday, December 8th.

~Held CMS training for Small Business Development Center (SBDC) on October 13th. The new SBDC site will align with Kansas Business Center template.